

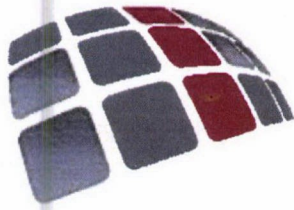


Control Number: 50664



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LA WARD
TELEPHONE



March 20, 2020

Central Records Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78701

Re: Project No 50664 – Issues Related to the State of Disaster for Coronavirus Disease 2019

Dear Filing Clerk,

La Ward Telephone Exchange, Inc. and its affiliates (collectively “La Ward”) wish to notify the Commission of its initiatives to support La Ward employees and La Ward customers during this difficult time. La Ward understands the severity of the situation and continues to closely monitor and implement local, state and federal recommendations.

La Ward is encouraging employees and customers to practice social distancing and have allowed certain employees the option to work from home in an effort to slow the spread of the virus. La Ward has also activated its Emergency Operations Plan and is proactively working to assist local schools to enact distance learning. La Ward technicians have been educated and provided the necessary tools to ensure their health and safety.

Additionally, La Ward has pledged to the FCC for the next 60 days to support the Keep Americans Connected Pledge as follows:

- La Ward will not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- La Ward will waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- La Ward will open its Wi-Fi hotspots to any American who needs them.

Please feel free to contact me at 361.872.2211 or terri@laward.org with any questions or concerns.

Sincerely,

Terri Parker
General Manager
La Ward Telephone Exchange, Inc.

P.O. Box 246 12991 State Hwy 172 La Ward, Texas 77970
(361)872-2211 Office (361)872-2501 Fax

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